

## David Ball Group Plc Customer Relations Form

Please fill in questions below using **BLOCK CAPITALS** only.

CUSTOMER NAME					
PRODUCTS PURCHASED					
ORDER BY	PHONE		FAX		EMAIL

WHEN ORDERING, WAS THE INFORMATION GIVEN ON YOUR PRODUCT:		
V.GOOD:	ADEQUATE:	POOR:

WAS THE LEVEL OF COMMUNICATION WITH OUR STAFF WHEN ORDERING:		
V.GOOD:	ADEQUATE:	POOR:

WHEN RECEIVING YOUR GOODS WAS THE ORDER PACKED:		
V.GOOD:	ADEQUATE:	POOR:
Please give details of any problems you have had with our packaging:		

HAVE YOU RECEIVED ANY HEALTH & SAFETY OR PRODUCT DATA SHEETS;		
YES:	NO:	WOULD LIKE:

ARE THERE CERTIFICATES OF CONFORMITY WITH YOUR ORDERS:	YES:	NO:
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DO YOU RECEIVE CONFIRMATION OF ORDER RECEIVED CALLS/EMAILS FROM OUR MAIN OFFICE:		
YES:	SOMETIMES:	NEVER:

HAVE YOU VISITED OUR WEBSITES:	YES:	NO:
IF YES, DID FIND THE INFORMATION YOU WERE LOOKING FOR:	YES:	NO:

HAVE YOU RECEIVED ANY INFORMATION ABOUT OUR COMPANY:		
YES:	NO:	WOULD LIKE:

SIGNED:	POSITION HELD:
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Thank you for taking the time out to fill in this form, I hope that this will help us provide the level of service that you expect as our customer. If there are any additional comments you would like to add which may be of some use to us then please use this space to write them down.

If you would like further information, please visit us on;  
[www.davidballgroup.com](http://www.davidballgroup.com)  
[www.pudlo.com](http://www.pudlo.com)  
[www.davidballspecialistsands.com](http://www.davidballspecialistsands.com)

